



On Campus

A monthly publication for the faculty and staff of Greenfield Community College

December 1994

Futures Lab to be housed at Downtown Center

The Downtown Center continues to gain tenants. A room in the basement will soon be divided between the Internal Revenue Service and the Volunteer Income Tax Assistance Program run by accounting professor **Al Rainford**. The IRS office will house a temporary employee who had working in the lobby of the Greenfield Post Office, through the end of April.

The college has also agreed to provide office space in the basement level for the new Future Labs Task Force created earlier this year by the state Supreme Judicial Court. Co-chaired by District Court Judge **Thomas Merrigan** and Attorney **Diane Esser**, the Futures task force held a series of public forums in Franklin County this fall called "Reinventing Justice". The task force's mission is to implement a community-based reinventing justice model that will include research, demonstration, evaluation and education projects that will improve the public's confidence in the ability of local state courts to administer justice fairly. Among the task force's members is **Herb Hentz**, director of

diversity. One of the two staff people who will work for the task force in the Downtown Center is Greenfield attorney **Sandra Staub**, a GCC graduate.

Meanwhile, the enrollment and community service staff—who moved in late last month—are finally getting settled. The new telephone extensions for staff assistant **Donna Barton**, Dean of Enrollment and Community Services **Bob Keir** and staff associate **Tom Lewis**, are 275 and 276. Ring either extension and Donna will answer and transfer your call. Their computers and a printer were hooked up on December 8 and 9. Donna says that they're still unpacking boxes, but that otherwise things seem to be going okay. The move was not made easier after Tom sustained an injury to his hand after using it to break a fall from a roof the weekend before the move. But the hand, like the new offices, is getting better every day.

Extensions 203 and 204 are just for the GCC Foundation, but can be used in an emergency if people cannot get through on 275 or 276.

Presidential search committee prepares to meet

The membership of the presidential search committee is now set, with the addition of art professor **John Bross** and library assistant **Carolyn Bellany**. The full 14-member committee, and the constituency they represent, is as follows:

Dick Cromack, chair (trustee), **Cynthia Lively**, vice-chair (trustee), **Jane Abbott** (non-unit professional), **Carolyn Bellany** (unit classified), **John Bross** (unit faculty), **Jill Crooker** (non-unit profes-

sional), **Michael Ford** (trustee), **Janet Gezork** (community at-large), **Joan Ibish** (dean), **Seth Lustig** (student), **Phyllis Nahman** (unit faculty), **Dave Patrick** (unit professional), **Pat Stevenson** (trustee), and **Bob Welsh** (unit faculty).

The search is being staffed by **Julia White**, data manager for the capital campaign. The committee will meet on Thursday, December 15, at 5 p.m. in the Downtown Center.

On Campus is the monthly employee newsletter of Greenfield Community College. It is produced by the Office of Public Relations and distributed free to all full- and part-time faculty and staff, trustees, members of the board of directors of the Greenfield Community College Foundation, and other friends of the college.

Send your calendar items (meetings, deadlines, events) or news (new appointments, promotions, awards, grants, published work, conferences, weddings, births and other personal and professional activities and accomplishments) to Bill Johnson or Russell Powell by the first of the month for inclusion in that month's issue (Tuesday, January 3 for the January issue).



What's New

Professor of Office Administration JAN BALISE and retired business professor JOSEPH BROUILLETTE have been chosen by their former students for inclusion in *Who's Who Among America's Teachers*. The pair were chosen by students who were requested to nominate teachers who "made a difference in their lives" by helping to shape values, inspiring interest in a subject, and/or challenging them to strive for excellence.

Congratulations to health occupations secretary LAURA EARL, who gave birth to an eight-pound, six-ounce boy, JACOB MICHAEL, on December 1.

Platform for donated telescope among physical plant's fall projects

The white dome that has sprouted in the field along the northern side of College Drive will become the permanent home of the college's ten-inch Mead reflector telescope. The college has owned the telescope for a couple of years now, says astronomy professor **Toby Sutton**, but it has been the recent work of Director of Physical Plant **John Pride's** staff that has prepared the telescope for its permanent installation.

The dome, telescope and various filters, eyepieces and related equipment for it have all been donated by a former student of Toby's, who chooses to remain anonymous. Total value of the donations is close to \$10,000. Toby's goal is to have the telescope open for public viewing this spring at least one night a week.

The platform built by the physical plant staff "was a beautiful job," says Toby, and John notes that it came in 16 cents under his estimate! The physical plant staff has been busy outdoors this fall; in addition

to the telescope platform, they shingled the east side of the physical plant garage using materials left over from when the building's sloped roofs were redone. They've also used existing materials to build racks for the canoes used by the outdoor leadership program and Adventures Unlimited.

Reminders from the new director of physical plant

At their December 7 meeting the trustees approved changes in title for **Jill Crooker** from acting comptroller to comptroller and **John Pride** from acting director of physical plant to director of physical plant. John quickly took to the CEO airwaves with these reminders about the use of college equipment and facilities:

- Photo copiers are intended for 15 or fewer copies per original. The copiers are not made for large quantity copy jobs and some are being abused, he says. "They can't be replaced now, so please send any copy job larger than 15 copies to central duplication with the appropriate lead time of three working days in-house (five days for the Downtown Center), with complete instructions and we will gladly do our best to help you.";

- No college furniture is to be moved without notifying and clearing through storekeeper **John Murphy**. Furniture is listed on an inventory with a specific location. Offices are built and furnished with stock items and the item may not even fit in another location without modification of its size or shape. Forms must be filled out. Notify or send a CEO message and John Murphy will send you the forms for your move; and

- No personal packages will be accepted or shipped from the college. "Please don't send or have sent any more personal items or packages to the college," says John, "as we do not have time to deliver or check the condition of items and do not have provisions for the liability of packages are damaged in shipment."

New banner notes progress of Banner

You may have noticed a Banner banner over the information office in the main lobby. The banner highlights the countdown to the implementation of the Banner software system for student records and financial aid, which are scheduled to go on-line March 1. The banner is the work of Media Production Specialist **Dennis Koonz**.

AIDS benefit dance raises nearly \$500

A November 19 dance sponsored by Project UPDATE (Use Prevention: Drug, Alcohol and Tobacco Education) raised nearly \$500 for the AIDS Community Group of Franklin County. **Jeff Coulson**, coordinator of fitness, wellness and athletics, credits student **Lois Duel** for organizing the dance. "She did an excellent job and put forth a great amount of effort."

Students given a taste of justice

BILL JOHNSON, staff assistant to the president and the office of public relations, has been appointed as the GCC representative to the transportation subcommittee of the Franklin County Planning Board. At his first meeting, Bill learned that federal money intended for transportation projects in Franklin County may be diverted to help pay for the Central Artery Project in Boston.

The subcommittee's November meeting focused on the issue of "improving" and widening Route 2 east of Greenfield. Future meetings will deal with such issues as bike paths and public transportation. If you have any ideas or suggestions, pass them along to Bill (x270).

Students of criminal justice professor **Stella Xanthakos** were given a rare opportunity to experience life in a courtroom when they conducted mock trials in the Hampshire County courthouse in Northampton December 10. A number of Stella's colleagues, including Franklin Superior Court Judge **Mary-Lou Rup**, volunteered their time for the students.

Stella's students played the roles of prosecutors and defense lawyers in two trials, both homicide cases. In one, an elderly shopkeeper played by psychology professor **Dan LaRose** accidentally shot his wife while aiming at an armed man in the act of robbing his store. In the other, student **William Trueswell**, a Hadley police officer, was found guilty of manslaughter in the shooting death of his girlfriend. **Jane Lerner**, coordinator of learning assistance programs, testified as a detective in one case, and English professor **Catherine Madsen** served as a juror.

Stella played the court clerk in both cases, an ideal spot to sit and observe the proceedings in order to grade her students. Now in her third year at GCC, she offers the mock trial near the end of her adjudication process course each time it is offered. In the past, Dean **Mirrless Underwood** has played the detective and psychology professor **Art Hannan** has played the shopkeeper's role.

Stella, who has previously taught at the University of Massachusetts and Westfield State College, had to scramble to pull off this month's trials, coordinating the efforts of about 70 people. The task was made more complex when she discovered that the Franklin County courthouse—where the trials had originally been scheduled—were not going to be heated on Saturday. Fortunately, she has plenty of contacts in Northampton, where she lives and practices law with her husband, and she was able to gain access to the Hampshire County courthouse.

She says she holds the mock trials because of a similar experience in her own education. After receiving her bachelor's degree from the University of Massachusetts, she earned her law degree from the Antioch School of Law in Washington, DC. "When I was in law school, one of the favorite things I ever did was to present oral arguments to a real judge in a Washington courtroom," she says. "It helped me to really understand what lawyers do in court."

Her students were similarly impressed. The experience of being in court was "really helpful," says **Aneil Mehta**, and a chance "to learn what it's like on the other side," says **Brenda Tozloski**. It's also tiring. "It takes a lot out of you," says **Jen McDonough**. "It requires a great deal of energy."

The 17 students, all criminal justice majors, divided into four groups: a defense and a prosecuting team for each trial. All four teams worked very hard, says Stella, and for several students who are also police officers, serving on the defense teams was an enlightening experience. "It's a great way for students to learn why our constitutional protections are there," says Stella. "I've been both a prosecutor and defense attorney, and I can honestly say that I learned more about defense while I was a prosecutor, and more about prosecuting when I was a defense attorney. It's invaluable to see the other side's perspective. If an experience like this can help students find the balance between not violating people's rights and protecting the public, then they'll do a much better job as police officers."

Judge Rup had good things to say about the students. "I do a lot of training with law school students and you did as good a job as they do," she said in an article in the *Daily Hampshire Gazette*. "You should pat yourselves on the back." The mock trials were also featured in the Springfield *Sunday Republican*.

The trustees: who serves on what committee

Welcome to SEARITA JONES, the new part-time secretary for Project UPDATE (Use Prevention: Drug, Alcohol and Tobacco Education), who began in November. She is a GCC student majoring in office administration, and she plans to continue her education at the University of Massachusetts. Searita is a native of Pensacola, FL, and moved to Massachusetts in 1991. She and her husband of 12 years, FRED JONES, have three children: FRED JR., age 10, FERNANDO, age 6, and QUERITA, age 4. Searita volunteers for the Pioneer Co-op of Franklin County, and is a member of the board of directors of the Greenfield Area Community Land Trust. Her interests include camping and bowling. "My husband and I are actively involved with our two sons and the different sports they play," she says, including tee-ball, soccer and basketball. "Boy do they keep us busy!" Searita can be reached at extension 274.

Committee assignments were announced at the December 7 meeting of the board of trustees. Each committee has at least three members plus the board chair, **Charles Ramon**, as an ex-officio member. Here are the standing committees and their responsibilities:

Finance committee: **Karl Bittenbender, Channing L. "Joe" Bete, Jr., Richard Cromack and Rebecca Caplice**. The committee's general responsibilities are to oversee fiscal operations and make recommendations regarding financial policies. Specific responsibilities include reviewing the budget developed by the college before submission to the Higher Education Coordinating Council (HECC); reviewing the status of the operating budget on a quarterly basis; overseeing implementation of trust fund guidelines as established by the HECC; and supporting and encouraging budgetary legislation for higher education and, in particular, GCC.

Curriculum and planning committee: **Allen Davis, Raul Quinones-Rosado and Rick Mulcahy**. General responsibilities are to ensure that institutional actions reflect priorities consistent with academic strategy and the mission of the college. Specific responsibilities are to review, prior to submission to HECC, new curriculum and major changes to existing curriculum as recommended by the administration; to review joint academic degree programs with other institutions, businesses and agencies; to participate in the development of the college's long-range plan and to oversee

implementation of the plan; and to participate in any self-studies relating to the accreditation process.

Personnel and policies committee: **Cynthia Lively, Michael Ford and Patricia Stevenson**. General responsibilities are to ensure that institutional actions reflect the policies of the board of trustees and the HECC. Specifically, the committee reviews and makes recommendation to the full board on any new policies or changes to existing policies; evaluates the performance of the president and recommends to the board appropriate contractual action; meets prior to board meetings to review personnel actions and make recommendations for board actions; becomes familiar with personnel policies, procedures and collective bargaining agreements as established by the HECC; oversees implementation of the college's affirmative action plan; and develops and keeps updated, compatible with the policies of the HECC, a record of the bylaws and policies of the board of trustees.

A fourth, ad hoc nominating committee is convened when nominations to the standing committees are sought, to ensure that the officers and composition of committees enable the board to function effectively. Specifically, the nominating committee nominates a slate of officers for election or re-election that best meets the needs of the board, and works with the board chair to develop the most effective composition of committee members of each standing committee.

Fitness center adds treadmills, Nordic tracks

The fitness center now has two treadmills for people to use, says coordinator of fitness, wellness and athletics **Jeff Coulson**, and two new Nordic tracks. Jeff adds that there will be an outside ski rack for people to bring in their cross country skis and leave them by the fitness center office (N07). "We will even store them for

the night and have them out the next day," he says. "All we need is snow!"

"Remember," says Jeff, "high levels of involvement in corporate fitness programs are correlated with lower levels of absenteeism, according to William J. Rudman in *Fitness in Business*."

NANCY MAYBERRY, staff assistant to the president, announces the engagement of her daughter, JESSICA LEWERENZ, to SCOTT CAMPBELL, originally from Attleboro, MA. Jessica graduated from the University of Massachusetts with bachelor of arts degrees in education and sociology. She is a teacher/case manager at the Early Childhood Learning Center in Amherst, which is operated by the May Institute, with special emphasis on preparing preschoolers with autism for entering public school. Scott also graduated from the University of Massachusetts with a bachelor of science degree in civil engineering. He works for the Metropolitan District Commission as an environmental engineer at the Quabbin Reservoir. He also has been appointed as a special agent for the board of health in Shutesbury. No date has been set for the wedding.

Where to go when there's snow

When the decision is made to cancel classes the following radio and television stations will be contacted by security personnel prior to 6:30 a.m. for day classes and 4 p.m. for evening classes:

WAQY-FM 102.1
WCAT-AM 700
WCAT-FM 99.9
WFCR-FM 88.5
WGAM-AM 1520
WGGB TV, Channel 40
WHAI-AM 1240
WHAI-FM 98.3
WHMP-AM 1400
WHMP-FM 99.3
WHYN-AM 560
WHYN-FM 93
WKNE-AM 1290
WKNE-FM 103.7
WKBK-AM 1220
WKBK-FM 98.7
WKVT-AM 1490
WKVT-FM 92.7
WMAS-AM 1450
WMAS-FM 94.7
WNNZ-AM 640
WPVQ-FM 93.9
WRSI-FM 95.3
WTSA-AM 1450
WTSA-FM 96.7
WTTT-AM 1430
WUHN-AM 1110
WUPE-FM 96
WYRY-FM 104.9
WWLP TV, Channel 22

You will hear one of the following announcements:

"Greenfield Community College day classes and canceled and the building is closed. A decision on evening classes will be made by 4 p.m.";

"Greenfield Community College evening classes are canceled and the building is closed"; or, under unusual circumstances and as a last resort,

"Greenfield Community College will delay opening until ___ a.m. Classes which normally begin prior to that time are canceled".

People are asked to listen to the radio or television and *not* to call the college switchboard to request this information.

Cancellation policy

The decision to cancel classes due to adverse weather conditions rests solely with the president of the college. His decision will be reached by a careful consideration of one or more of the following factors:

- Weather conditions as reported by the Massachusetts State Police and the National Weather Service;
- Ground conditions at the campus on College Drive;
- Actions of other school districts and agencies in the service area; and
- Road conditions as reported by the media, the Greenfield Highway Department, and observers in various parts of the service area.

Normally, when classes are canceled, only designated emergency personnel will be required to report to work (the list of emergency personnel is developed annually and affected personnel have been notified). Every effort will be made to announce a cancellation for day classes by 6:30 a.m. and for evening classes by 4 p.m.

As conditions may vary greatly within the college's service area, students must ultimately determine if they are able to attend classes. When a class is missed, students are responsible for contacting their instructors to request an opportunity to make up missed work. Each instructor, according to his or her individual policy, will judge the validity of the student's reason for not attending and will permit make-ups based upon that judgment.

Library adds new periodical database

The library can now offer access to UnCover, a periodical database comprising 15,000 unique journal and magazine titles. UnCover contains records describing journals and their contents, and more than 750,000 articles are added to it annually. The database is searchable by authors of articles, by key words in article titles and summaries, and by journal titles and contents pages.

While UnCover provides direct delivery to the user, the fee can be as high at \$15, including copyright license fees, says library director Carol Letson. The preferred route to obtaining articles that are pertinent to your research, she says, is to locate them in the library's periodical holdings. If that fails, then fill out an interlibrary loan request form. Allow up to two weeks to receive an interlibrary loan request, Carol says. "Materials are often delivered within one week, but it is safer to plan for the longer delivery time."

Other databases available through the college's C/W MARS membership are:

- *Journal Graphics Online*—more than 75,000 records that refer to broadcasts that have appeared on ABC, CBS, CNN, PBS and National Public Radio since 1981. Included are the story's headline, the program name, an abstract and the names of the guests and the program's anchor. Scripts are available for delivery for a fee.

- *ABI/Inform*—an additional index to journals covering business and management topics, including company histories, competitive intelligence and new product development. The database consists of bibliographic citations and 150-word abstracts of articles in nearly 800 U. S. and international professional publications, academic journals and trade magazines.

- *Periodical Abstracts*—covers popular and business literature from more than 1,650 U. S. journals (copyright University Microfilms, Inc.).

- *Federal Domestic Assistance Catalog*—a government-wide compilation of federal programs, projects, services and activities that provide assistance or benefits

Telecommunications Operator CYNTHIA WHEELER is a proud, first-time grandmother. Her daughter DIANNE and son-in-law JAMES THANE of Heath delivered a baby boy on Monday, December 5. CORBIN JAMES THANE weighed in at 9- 1/2 pounds and was 21 inches long. Grandma Cindy says she is looking forward to spoiling her grandson and "many hours of babysitting."

What's Happening

Friday, December 16

Deadline for submissions for catalog offerings for the 1995-96 academic year to curriculum review committee. Please check with your academic administrator for further details.

Monday, December 19

Last day of day classes.

Tuesday, December 20 through

Friday, December 23

Final exams, day classes.

Thursday, December 22

Last day of classes and exams, evening classes.

Friday, December 23

Annual **potluck holiday party** for faculty and staff, in the cafeteria, 12 noon. Details to come via campus mail.

Tuesday, January 3

Deadline for January edition of *On Campus*. Send calendar and news items to Russell Powell.

to the American public. Contains more than 1,300 programs administered by 51 agencies.

All of this would not be possible, says Carol, without the "ingenuity and patience of the six wiremen, members of our building maintenance crew, who spent most of three days finding ways to thread the wire for our three terminals through all levels of the building. Our connections required almost 1,000 feet of wire!"

100 percent of practical nursing graduates pass licensing exam

All 1994 graduates of the practical nursing certificate program have successfully passed the Board of Registration in Nursing's State Licensure Examination for Practical Nurses. Successful completion of this examination awards the graduates the title of Licensed Practical Nurse.

The examination itself represents

the completion of "an extremely difficult and arduous program of study" that begins in September and ends in June, says program coordinator **Virginia Wahl**. All graduates are already employed in a variety of areas, she adds, such as physicians' offices, nursing homes and other long-term care facilities.

A few postal reminders from Mail Clerk **DIANA ROBERTS**

- Envelopes that have a square in the top right-hand corner reading:
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

must be sealed by the person sending them. "If you choose not to lick envelope flaps for closure, put scotch tape on them," Diana advises. "Since the postage is already paid, these pieces do not go through the meter. If they are not sealed, the information inside may fall out en route and be lost."

- When sending out business mail, put it in its mailbox in an orderly fashion. "When pieces are upside-down or backwards, that's the way they go through the meter," says Diana.

- If anyone loses money in the stamp machine in the main lobby, they should notify Diana via electronic mail and indicate how much was lost. She will get it back for them from the Greenfield Post Office.

Tech Prep program awards first apprenticeship

Louis Parzych of Gill was awarded the first apprenticeship in the "Tech Prep" program in a ceremony held at Montague Machine in Turners Falls November 22.

Attending the ceremony were **Dan Malone** from the U. S. Department of Labor; **Frank Mooney** from the Massachusetts Department of Labor's Apprenticeship Training Division; **Tom Rogers** of Montague Machine; **Steve Johnson** and **Walter Walsh** of the Franklin County Technical School; **Tom Lewis**, director of the MEET (Machine Employees Education and Training) program at GCC; and **Charlotte Rahaim**, director of the Tech Prep program.

Tech Prep, a consortium of industry, high schools and colleges, is working to develop apprenticeship opportunities for Tech Prep students statewide. More than 200 Massachusetts high schools and 22

community and state colleges are members of Tech Prep. The Tech Prep program prepares students with courses in math, science, communication and develops critical thinking and team building skills to accompany their technical training beginning with their junior year in high school and continuing through community college, and, in some cases, baccalaureate degree-awarding institutions.

The apprenticeship model begins with work study while the student is in high school, continues with a cooperative education placement while the student is attending community college, and concludes with an apprenticeship. The Tech Prep program brings industry and education together to better prepare student's for today's workplace.

Financial aid office starts "mitten tree"

The financial aid office has set up a mitten/hat/scarf tree in their office. All donated articles will be given to the Survival Center, the Family Inn, and/or NELCWIT (New England Learning Center for Women in Transition).

"Please help us celebrate the season of giving in any way you can," says secretary **Lisa Prolman**.

**"Behold the turtle.
He makes progress
only when he
sticks his neck out."**

—James B. Conant

Financial Oversight Project discussed at November forum

An open forum was held on November 22 to explain the current state of the college's financial affairs. Dean of Administrative Services **Janet Chayes**, just three weeks after her arrival at GCC, presided over the forum with support from Comptroller **Jill Crooker**, and with "gender balance" provided by Interim President **Larry Dean** and Vice President of Academic Affairs **Ira Rubenzahl**.

"GCC must have sound financial underpinnings in order to continue to fulfill its educational mission," Janet stated in her opening remarks. "My long-term goal is to bring administrative services up to the standards of high quality which are exemplified by our faculty." The purpose of the open forum was to share information about the most immediate and significant problems facing the college and the steps which are underway to solve them.

The problems involve issues of financial management. The Financial Oversight Project, developed with the Board of Trustees Finance Committee, will close gaps in the college's financial checks and balances that have occurred over the last few years due to turnover in administrative services management personnel. Janet stressed that the situation is not the fault of any current or former staff in the business office. "I have been very impressed by the commitment and hard work of our accountants and bookkeepers," she said. Participants at the forum agreed by applauding the staff.

"In the last 30 months, administrative services has lost three top people, who collectively had 52 years of experience, and three managers who were hired to replace them turned over," Janet noted. She and Jill described problems which arose during this period of high turnover:

- overspending by the college;
- insufficient cash to pay bills on time;
- an unexplained difference of \$6,000 in one account and a failure to properly reconcile other accounts;
- lack of consistent and prompt follow-up to students and others who owe the college money;
- inadequate financial reporting systems and procedures which made it impossible for anyone to get a reliable picture of the college's true fiscal status; and
- falling behind other colleges in converting to national higher education classification and reporting standards that are used for numerous comparisons.

Perhaps the most ominous development has been an audit citation by the Commonwealth for failure to satisfactorily reconcile the college's accounts with those of the state comptroller. GCC received this citation last year for FY93 and promised to rectify the situation, but no progress has been made. "We will receive the same criticism this year for FY94," Janet said. "If steps are not taken immediately, we are threatened with losing the power entrusted to GCC to dispense trust fund money." The state could revoke this option and require the college to send all of its paperwork to Boston and wait for the state to cut our checks, a process that would take weeks or months, at best, Janet said.

In order to avoid this loss of authority, bring the college's accounting methods into compliance with state and federal standards, increase morale, create consistent procedures, and ensure that the numbers which the college's computers provide to administrators are timely and accurate, the board of trustees has approved the

recommendation of the finance committee that an outside accounting firm be retained to help get the college's finances back on a solid footing.

The board has retained KPMG Peat Marwick to assist the college in making the necessary changes over a three-year period. KPMG will charge GCC half of their usual commercial rate and, in order to minimize the expense even further, Janet, Jill, existing staff, and accounting temps will do much of the required work with the accounting firm acting primarily in a supervisory/consulting role.

The Financial Oversight Project timeline is to implement the most urgent recommendations in the first half of 1995; institute new budget classification procedures next fiscal year; and be in a position to produce a fully-audited balance sheet in compliance with all state and federal regulations the following year.

"The bottom line is to produce numbers which we can all have faith in and to do it in a timely and efficient manner," Janet concluded. "I want to thank the entire college community for the support they showed at the forum and for the ideas, concerns and suggestions that they have shared with me. Jill and I are prepared to do what it takes to put this difficult situation behind us, and it's good to know that we can count on the help of so many caring, committed people to get there."

—Bill Johnson